

CARADOC PPG

September 2018

Autumn once more, the season of shortening days, golden leaves and FLU JABS. It is important that you seriously consider this, potentially life saving, treatment.

In August 97 Patients failed to attend their appointments, about 16 hours of wasted time!

The latest figures I have regarding the time taken to answer calls to the Surgery are 19% under 5 minutes, 50% under 10 minutes, 81% under 20 minutes and 19 % over 20. Minutes. The average time taken to answer was 11 minutes and the longest, an unacceptable, 46 minutes.

The new "Navigation" system has resulted in a 50% drop in Patients needing GP appointments, because their needs are being dealt with by other clinicians and health professionals. This means that GP appointments are available to patients phoning later in the day. The result of this is that it isn't necessary to phone at 8 am.

Caradoc Surgery has a very low take up of the online prescription service. This is the system whereby "authorised" prescriptions are sent electronically to the Pharmacy of your choice. This saves having to visit the Surgery and queue to collect your prescription. You just have to fill in a form at the Surgery and you don't need a computer to do it.

Don't forget that if there's a bit of a wait to get an appointment for a blood test at the Surgery, you can always make an appointment at Reckitts Lodge in Clacton Hospital (0300 003 2144), often the next day. You still need the "blood" form from the Surgery though.

A new Surgery website is due to be launched at the end of September. This will, I'm told, be a lot more interactive than the old one and will allow patients to communicate with the Surgery as well as ordering prescription repeats.

We are still waiting for news of the promised refurbishment of the Surgery. I believe that the plans are still being reviewed by the Clinical Commissioning Group (CCG).

Have a healthy Autumn.

Neil